

**SOWMYA**

**Resume Title:** **Continuing Medical Education Coordinator**

**C/o-Mobile No:** +971-50-5891826

**Email:** [sowmya.376575@2freemail.com](mailto:sowmya.376575@2freemail.com)

**Career Objective:** A compassionate administrative professional having 5+ years of experience as administrative coordinator in various streams and also with 3+ year’s hands-on experience in being a Continuing Medical Education Expert in the Office of Academics & Research. Accountable and responsible with a strong focus on professional commitments and expertise to seek Continuing Medical Education accreditation for conferences and events. Outgoing and detail-oriented, proficient at building and maintaining professional relationships. Efficient auditing skills and report writing.

**SKILL HIGHLIGHTS:**

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| * Personal and professional integrity * Motivation techniques specialist * Cultural awareness and sensitivity * Efficient time management and work prioritization | * Critical thinking proficiency * Relationship and team building * Service-oriented * Process flow management |

**EXPERIENCE:**

*Sep 2016 – Dec 2017* **Continuing Medical Education Coordinator – Office Academics & Research**

*CLEVELAND CLINIC – ABUDHABI*

*CME expert for seeking accreditation for events, training & conferences from authorized accredited body like , HAAD(Health Authority of Abu Dhabi , EACCME(European Accreditation Council for Continuing Medical Education) & CCF( Cleveland Clinic Foundation)*

* Managed all department administrative and secretarial activities .
* Created effective department process flow management for accreditation purposes
* Coordinated with  event activity planners for CME accreditation purposes
* Performed as active CME advocate for successful CME accreditation applications
* Conducted effective meetings and plans for conferences and events
* Effective maintenance of CME records & trackers
* Organized effective project scope meetings, events and workshops
* Efficient email communication and etiquette
* Served as liaison between departments for best job proficiency
* Managed LAWSON system ( internal procurement database) for managing Expense Requests & Expense reports.
* Efficiently handled confidential documents related to internal and external affairs.
* Advocated the criteria of the CME applications for activity planners.
* Performed continuous follow up in coordinating and collection of application requirements.
* Effective screening of CME applications ensuring 100 % compliance as per accreditation guidelines
* Proactive in monitoring overall setup of all accredited events.
* Maintained high level engagement with accrediting body personnel with Health Authority of Abu Dhabi ( HAAD ) ,European Accreditation Council for Continuing Medical Education (EACCME) and Cleveland Clinic Foundation (CCF).
* Trained  more than 15 CME coordinators for efficient events management including audit compliance management.
* Sought successful accreditation for more than 20 conferences and events and training course at Cleveland Clinic Abu Dhabi
* Audited more than 10 CME events  including conferences, courses etc.
* Active documents expert at HAAD (Health Authority of Abu Dhabi) & JCI (Joint Commission International) internal audits for Education.
* Efficient in writing CME event's Audit reports on , Policy writing on Conflict of Interest, Audit , general policies etc.

*June 2013 – Sep 2016* **Medical Secretary & Education Assistant – Office of physician Staff Affairs**

*CLEVELAND CLINIC – ABUDHABI*

* Managed all department administrative and secretarial activities  within Office of physician Staff Affairs
* Performed as active CME advocate for successful CME accreditation
* Physician file management and documentation as per JCI (Joint Commission International) compliance standards.
* Acting documents expert at HAAD (Health Authority of Abu Dhabi) & JCI (Joint Commission International ) internal audits
* Efficient scribe at the internal audits and preparation of audit reports
* Managed internal events, courses & training providing logistical support such as ; space, food & beverages,  IT & AV , Registration, CME, Stationery etc.
* Diligent and proactive in organizing meetings, events and workshops
* Maintained regular database of more than 100 staff physician Life support course attendance and expiration.
* Maintained and coordinated in preparing staff physician directory at CCAD.
* Maintained confidential documents like conflict of interest declarations etc.
* Efficient email communication and etiquette
* Coordinated for recruiting staff physicians @ ADNEC & also participated in International conferences in Austria & London  for recruiting specialty physicians.
* Served as efficient liaison between internal and external departments .
* Maintained internal requests like ; IT support, Facilities management, departmental, logistics, Stationery and other PR requests
* Effectively managed LAWSON system & Expense Requests & Expense reports.
* Coordinated in effective Process flow management and delegation within department
* Conducted Orientation and Greet & meet – Act as ambassador for new staff physician caregivers
* Active relationship with Tawteen council for caregiver’s CID process
* Prepared CID & HR files for Physician staff

*Jan 2011 – Sep 2011* **Client Secretary – Project: YEMENLNG COMPANY LTD**

*TECHNIP FRANCE – Abu Dhabi*

* Efficient email communication and etiquette
* Scheduled appointments and meetings
* Formatted and Indexed Project documents
* Efficiently managed all incoming/ outgoing correspondences & documents in database management system.
* Maintained track of all IRS records
* Arranged Air tickets , Transfers, Rent a car, Hotel accommodation, Lunch & dinners for internal personnel
* Managed all administrative and secretarial activities of the department
* Scanning, printing, faxing & USB management
* CD / DVD Burning

*Nov 2010 - Jan 2011* **Receptionist & Project Secretary – Project: ARTIFICIAL ISLAND & SAUDI ARAMCO**

* Efficient email communication and etiquette
* Transmitting DDBs to PDB,
* Formatted and Indexed Project documents
* Greeting visitors for both TECHNIP & the client - ZADCO
* Performed call operator services - Transferring calls, Correct information delivery upon enquiry
* Accurate follow up and delivery of Stationery, Refreshments,

*Feb* 2010 – Nov 2010 **Project Secretary – Project: OAG Project 1-Documentation Department**

* + - * + Preparing & formatting Indexes of Vendor Data Books (VDBs)
        + Tracking & arranging dividers in the VDBs
        + Transmitting DDBs to PDB
        + Exporting the documents from PDB
        + Extraction & replacement of files from PDB
        + Keeping track of all the Index updating of both VDBs and Engineering Documents etc.
        + Efficient email communication and etiquette
        + Preparing Letters, Reports & Comment Sheets

Dec 2009 - Feb 2010 **Project Secretary – Project: BOU FEED**

* + - * + Transmitting DDBs to PDB
        + Sending notification through PCB
        + Email Correspondences
        + Preparing MOM
        + Tracking MCRS
        + Petty cash maintenance
        + Formatting Documents
        + Putting Requests like Mission order, Expense Note, IT, Logistic etc.
        + Preparing letters to the company, Filing documents etc.
        + Scheduled appointments and meetings
        + Arranged Air tickets , Transfers, Rent a car, Hotel accommodation, Lunch & dinners for internal personnel

May 2006 – Mar 2008 **ADMIN ASSISTANT/ SECRETARY**

*BAJAJ ALLIANZ LIFE INSURANCE CO. LTD*

* Entertained maximum committed Customer satisfaction
* Systematic Team & Agency Management
* Organized & updated Database Management
* Verification, Underwriting and Issuance of Proposals
* Policy Servicing & File Management
* Office Administration & Bill Processing
* Petty Cash maintenance & Accounts Management
* Email correspondences & Bank correspondences
* Scrutiny & processing of Re-imbursement Bills
* Preparing Reports & Excel database
* Arranging meetings & Appointments
* Reviewing & clearing all client/customer inquiries

**INTERNATIONAL RECRUITMENT OPPORTUNITIES:**

*CLEVELAND CLINIC – ABUDHABI*

* **EASL – The International Liver Congress 2015**

April 22-26, Vienna, Austria

* **Royal College of Ophthalmologists' Annual Congress**

May 19-21, Liverpool, London

**ACHIEVEMENTS & AWARDS:**

*CLEVELAND CLINIC – ABUDHABI*

**Appreciation Award from Health Authority of Abu Dhabi (HAAD)** for excellent coordination in seeking accreditation, administration & registration of the workshop – **“Guides to the Evaluation of Permanent Impairment” workshop – Feb 22 - 23, 2017**

**Award for Efficient coordination** in seeking CME accreditation from Cleveland Clinic Abu Dhabi Pharmacy team -**2nd IVPN AND ASP SYMPOSIUM,** November 18 & 19, 2016

**Caregiver Celebrations Award:**

“Your support and enthusiasm in sharing and supporting Prep Academy, Emirati Caregivers were phenomenal. Your positivity was obvious and I am so honored to be facilitating the session.”

**Poranan Montgomery**

Trainer, Human Resources

June 21, 2016

**Award for Efficient coordination** in seeking CME accreditation from Cleveland Clinic Abu Dhabi Anesthesiology Institute for the **Pain Management Conference**, Jan 2016

**Caregiver Celebrations Award:**

“Thank you! You helped set the benchmark for all future audits with the work you put into the

HAAD preparations. You were well prepared all around and served as a model to HR to how you

Managed all of your documentation. In addition, you came in ready for any and all queries and went above and beyond to assure everything was cast iron tight. Awesome work!!

**Brian Alvarado**

Manager, Learning Support Systems, Human Resources

November 23, 2014

**Excellence Award & Certification** from Office of Physician Staff Affairs 2014 – 2015

**EDUCATION:**

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| --- | --- |
| **Higher Diploma** | P.G.D.C.A (Post Graduate Diploma in Computer Application) |
|  | **2003 – 2006** |
|  | Govt. College for Women, Thiruvananthapuram. |
| **Graduation** | B.A. Eng. Literature |
|  | **2001 – 2003** |
|  | H.H.M.S.P.B.N.S.S College for Women, Thiruvananthapuram |
| **Higher Secondary** | Commerce, Group IV |
|  | **1999 – 2001** |
|  | H.H.M.S.P.B.N.S.S College for Women, Thiruvananthapuram |
| **S.S.L.C** | St. Mary’s High School, Thiruvananthapuram |
|  | **1998 – 1999** |
| **Preliminary** | Sr.Kg – IX |
|  | **1986 – 1997** |
|  | Indian Islahi Islamic School, Abu Dhabi,U.A.E |

**PERSONAL INFORMATION:**

Nationality : Indian

Age & Date of Birth : 36, 24th October, 1981

Gender : Female

Marital Status : Married

Spouse : Ramesh Brahmanandan

Child : Abhinav Ramesh – 6 years